



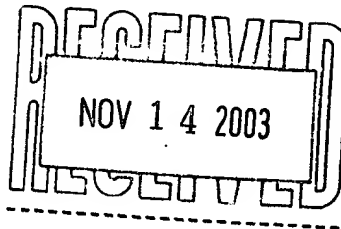
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#16/1088 w/ refs
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doyle et al.) Group Art Unit: 2742
Serial No: 09/300,676) Examiner: Deane
Filed: 04/27/99) Attorney Docket No.: 6065-73744
For: DYNAMIC SKILL-BASED ROUTING)

INFORMATION DISCLOSURE STATEMENT

Mail Stop IDS
Commissioner for Patents
P.O. Box 1450
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Dear Sir:

In accordance with 37 C.F.R. §§ 1.51, 1.56, 1.97 and 1.98 applicant submits herewith the attached form PTO 1449 for consideration by the Examiner in connection with the examination of the present application. Under 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined by 37 C.F.R. §1.56(a) exists.

It is believed that no fee is due in connection with this Information Disclosure Statement. Should any fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 03-2470.


Respectfully submitted,


Jon P. Christensen
Registration Number 34,137
Attorney for Applicant

Address:
Welsh & Katz
120 S. Riverside Plaza, 22nd Floor
Chicago, Illinois 60606
Phone: (312) 655-1500
Fax: (312) 655-1501

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Mail Stop IDS Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-0001, on November 7, 2003.


Abby Boone